SYNC User Guide

Supporting Youth aNd Children

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Introduction

SYNC or, Supporting Youth and Children, is a website created for group care providers to streamline referral processes and communication, as well as keeps records of current and past placements in one secure system. Sync also allows uniform referral information to reach providers at the same time, automates documentation of where referrals were sent and what those providers' decisions were, provides a repository of referral records for providers to aid in tracking information about the number of referrals received, and occurrence of multiple referrals on the same child, and it eliminates duplication of data entry for placing agencies by automating communication in to eWiSACWIS (electronic Wisconsin Statewide Automated Child Welfare Information System) upon receipt. Child welfare agencies with full access will electronically submit referrals for group care placement through eWiSACWIS rather than submitting them manually via email or fax. eWiSACWIS is a website used by child welfare agencies to document and manage a family's involvement in child welfare. Group care facilities in Wisconsin who request access will be provided credentials to securely access the SYNC website.

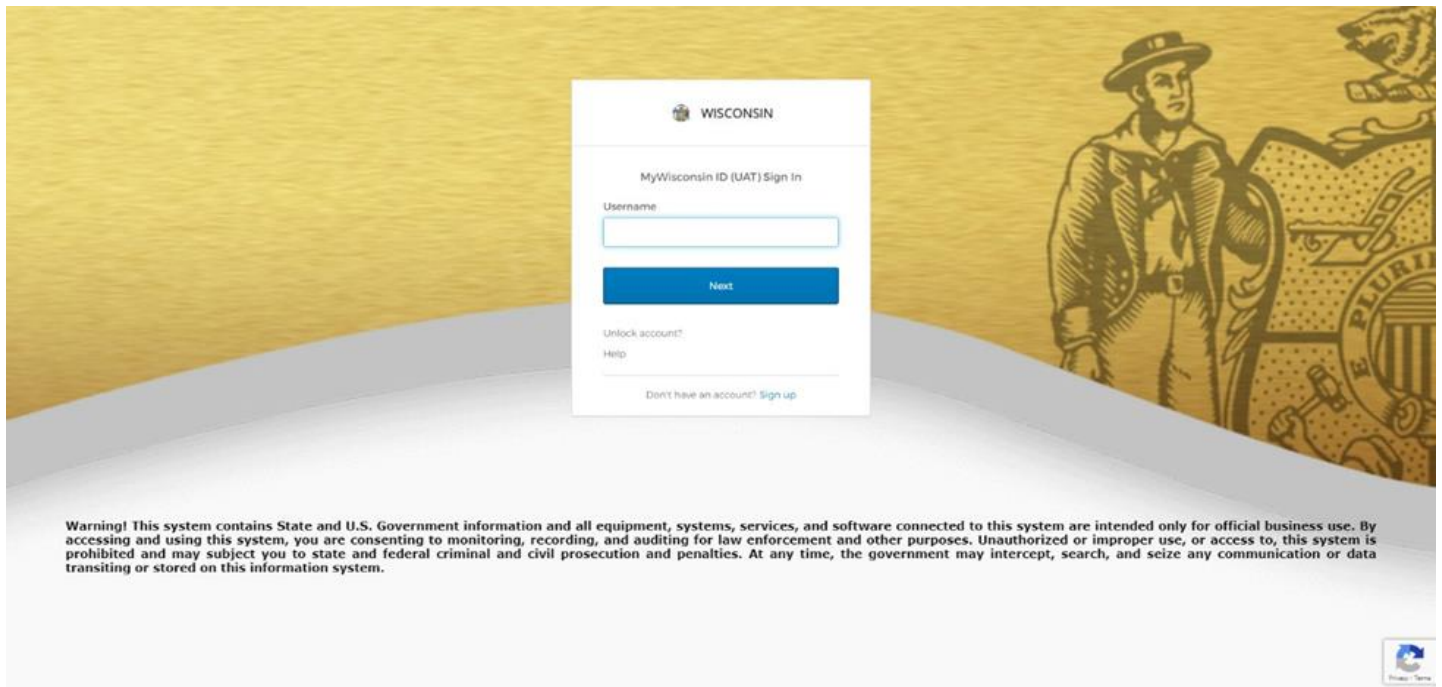SYNC Website: https://apps-okta.dcf.wisconsin.gov/sync/LOGON.do

Requesting SYNC Credentials

Group care facilities should designate a SYNC Administrator. This individual will determine who, within the agency, will have access to SYNC and what level of access will be delegated to each individual. For example, access and delegation may range from review only to the ability to approve/deny referrals, or to document and transmit information about a youth back to the child welfare professional. The SYNC Administrator is the primary contact for any breaches of User Agreements, security issues, or confidentiality issues. To request access to SYNC and assign a SYNC Administrator, group care facilities must complete and sign the External Agency Agreement on Access to SYNC (DCF-F-5618) and then upload the agreement into PIE. The External Agency Agreement on Access to SYNC (DCF-F-5618) can be found on the DCF Forms Search page.

Everyone designated by the SYNC Administrator with a signed and submitted SYNC User Agreement will have access to SYNC. All staff who are responsible for reviewing and responding to placement referrals of youth to receive treatment services by the facility should be given access.

Login

When the SYNC website is launched, this page will appear. Enter your MyWisconsin ID username and click next. If the user does not have a MyWisconsin ID, create one at https://apps.wisconsin.gov. For assistance in creating a MyWisconsin ID, visit https://det.wi.gov/Pages/MyWisconsin_ID_Self_Registration.aspx.

Select password to verify the user.

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Enter the password created with your MyWisconsin ID account.
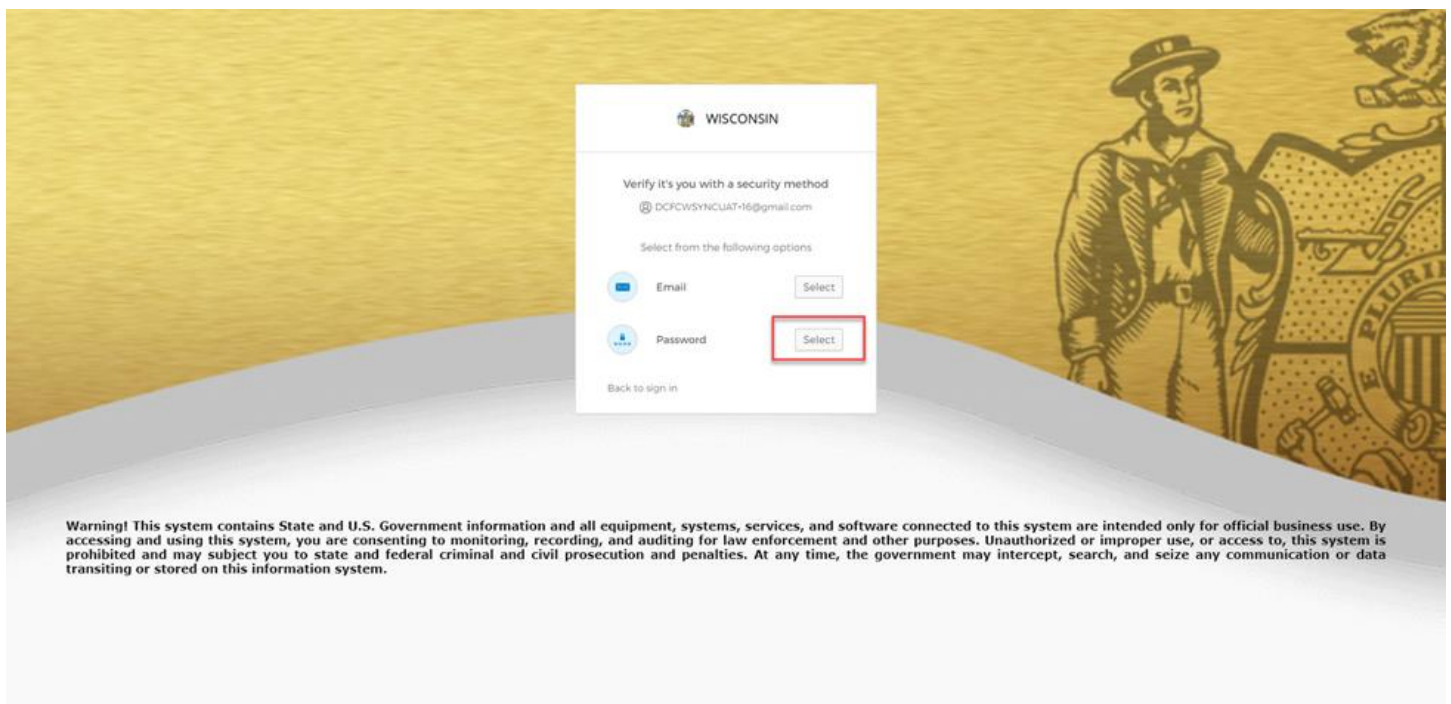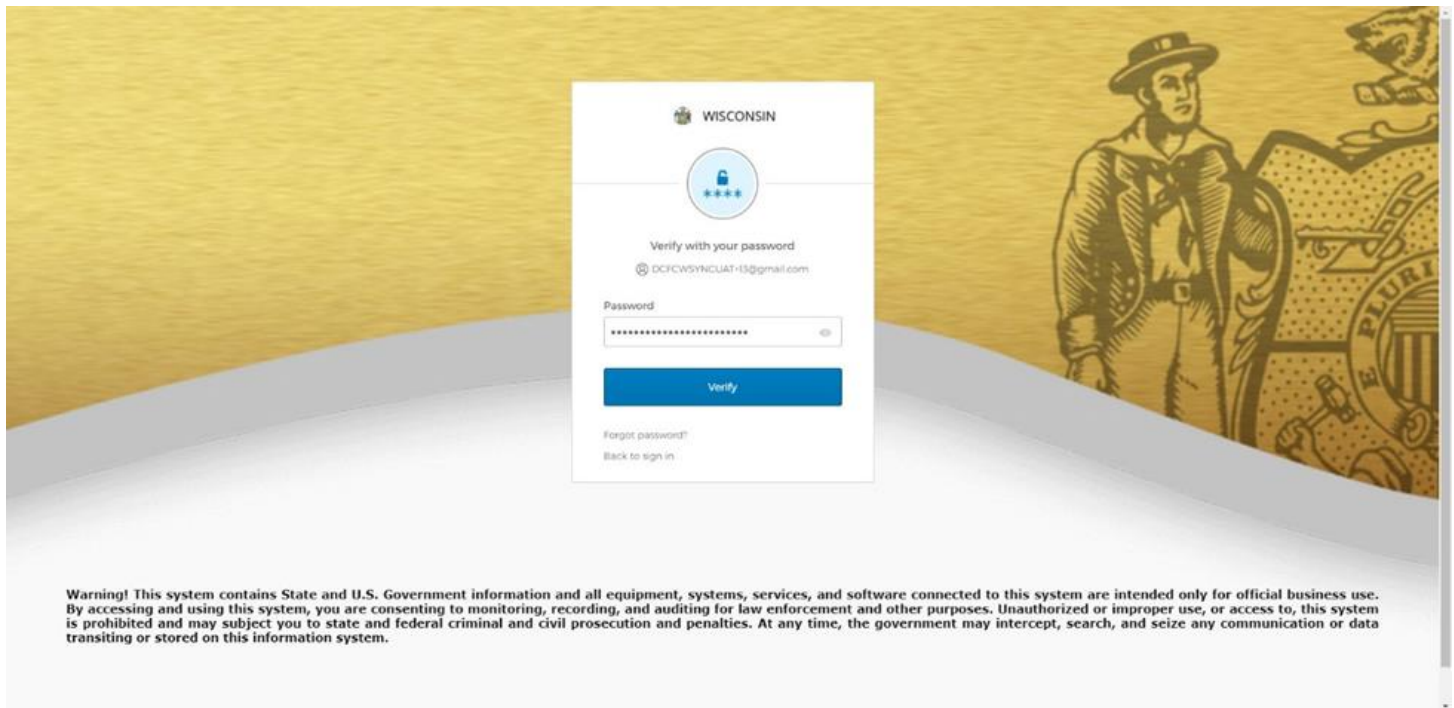
Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil prosecution and penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

SYNC User Agreement

When logging into SYNC for the first time, users will be presented with the digital user agreement. The user will need to acknowledge that they have a valid work-related reason to access or review any record or part of a record within SYNC by checking the box and electronically signing.

Home Page

After a successful login, the user will be brought to the Home Page. The group care facility's name and address displays as shown followed by the Help desk contact information and a confidentiality statement. The user should contact the help desk if they experience any issues using SYNC.

> ***Note**: The tabs on top display based on security. What the user sees will vary based on their security levels. For example, only SYNC Administrators are going to see the Administration tab.

SYNC

Log Out

Home   Active Referrals   Current Placements   Search Referrals   Search Placements   Administration

Courage House
1544 S 6th Street
Milwaukee, WI - 53204

Help desk contact information
Local Madison number: (608)264-6323
Long Distance: (855)264-6323(Toll Free)
DCFServiceDesk@wisconsin.gov

The information and documents contained in SYNC are confidential and shall only be accessed by individuals who have a legal basis under state and federal confidentiality laws to access them. Information included in the referral shall not be disclosed other than for the purposes of providing care for the child/youth, participating in a permanency plan review concerning the child/youth, or as otherwise permitted by law. State and federal confidentiality laws that may apply to the contents of this referral include but are not limited to Wisconsin Statutes Chapters 48 (including ss. 48.396, 48.78 and 48.981), 49, 51 (including s. 51.30), 118 (including s. 118.125), 146 (including s. 146.82), 252 (including s. 252.15) and 938 (including s. 938.396 and 938.78), 20 U.S.C. 1232, and 42 CFR Part 2. The information and documents contained in SYNC must be maintained in a manner that would prohibit access by the child/youth, any other children/youth in the care of the provider, and any other party whose access to the information is prohibited. Some confidentiality laws provide penalties for improper access or disclosure, including fines and imprisonment.

Active Referrals

The Active Referrals page displays a table view of all the current, active referrals that have been shared with the provider. The table displays the child's/youth's name, gender, birthdate, the referred date, and the referring agency. Use the search box to enter any part of the referral name or ID to filter the results displayed on the page. Clicking the name of the referred child/youth will launch the referral.

Use the filter feature to narrow down the active referrals displayed by typing any of the filterable information.

Active Referrals – Child/Youth Info

After clicking the name of the referred youth, the referral information will launch. The active referral has three sections: Child/Youth Info, Documentation, and Decision. The first section, Child/Youth Info, contains demographic information, placement history, medical & mental health information, parent information, sibling information, and school information displayed in a drop-down format. Click the drop-down arrows to display the youth's information.

Basic Information expanded:

SYNC
Log Out

Home | Active Referrals | Current Placements | Search Referrals | Search Placements | Administration

Active Referrals / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson   oldemail@wi.gov (200)000-0022.

Child/Youth Info | Documentation | Decision

Basic Information ∧

Information as of 05/12/2023:

Media/Restricted Case

Undisclosed Placement: Yes

County: Chippewa

Target Placement Date: 05/31/2023

Reason for referral: The child/youth requires placement.

Child Welfare Professional: Annie Anderson	**Phone/Email:** 20000000224 oldemail@wi.gov
Supervisor: Bonnie Benson	**Phone/Email:** 55533377771234 super_supervisor@wi.gov
Chosen Name: Frankie	**Pronouns:** They/Them/Their
Gender: Male	**Birth Date:** 02/02/2013
Primary Language: English	**Ethnicity:** African American/Black
Race(s): White, Black/African American, and American Indian/Alaska Native	
Secondary Language: Chinese	**Tribal Affiliation:** Lac Courte Oreilles Band - , Ho-Chunk -
Spiritual or Religious Affiliation: Baptist	**Preferred Place of Worship:** Grace Baptist
Expecting Youth: No	**Parenting Youth:** Yes

Placement History expanded:

SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Administration

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Child/Youth Info   Documentation   Decision

Basic Information   ⌄

Placement History   ⌃

Begin: 01/01/2023	**End:**	**Type:** Courage House (GHQRTP)	**Provider:** Courage House(8086086)	**End Reason:**
Begin: 12/15/2022	**End:** 12/31/2022	**Type:** RCC - Out-of-State	**Provider:** Brooksville Youth Academy(8106566)	**End Reason:** Agency Requested Change

☐ Child/Youth has a history of going missing from care

Additional information regarding going missing from out of home care.

Medical & Mental Health Information   ⌄

Parent Information   ⌄

Medical & Mental Health Information expanded:

SYNC   Log Out

Home | **Active Referrals** | Current Placements | Search Referrals | Search Placements | Administration

Active Referrals / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact   Annie Anderson   oldemail@wi.gov **(200)000-0022.**

| Child/Youth Info | Documentation | Decision |

Basic Information   ⌄

Placement History   ⌄

Medical & Mental Health Information   ⌃

MA Number: 55223369

Primary Physician/Clinic: Kishaba, Richard   1221 Whipple St C/O: Mayo Clinic, Eau Claire, WI 54702

Primary Dentist/Dental Clinic: Kristo Orthodontic   (715)835-5182 3902 Oakwood Hills Parkway , Eau Claire, WI 54701

Primary Mental Health Provider: Family Therapy Associates LLC   (715)246-4840 3610 Oakwood Mall Drive Apt. 104, Eau Claire, WI 54701

| **Insurance Company/HMO:** Blue Cross/Blue Shield | **Phone:** (222)333-4444 | **Policy Number:** 1234567BA | **Group Number:** 5328 | **Subscriber:** 001 |

| **Insurance Company/HMO:** Medicaid Medicare MediHel | **Phone:** (999)888-2247 | **Policy Number:** 33669872 | **Group Number:** 5034 | **Subscriber:** 002 |

| **Medication:** Abilify | **Begin Date:** 01/01/2023 | **End Date:** | **Dosage/Frequency:** 15mg PO qAM |

Reason Prescribed or Discontinued: Depression

June 2023

Parent Information expanded:

SYNC

Log Out

Home | Active Referrals | Current Placements | Search Referrals | Search Placements | Administration

Active Referrals / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson oldemail@wi.gov **(200)000-0022.**

| Child/Youth Info | Documentation | Decision |

Basic Information	⌄

Placement History	⌄

Medical & Mental Health Information	⌄

Parent Information	⌃

Name - Parent 1: Mom Aardvark	**Chosen Name:**	**Pronouns:** She/Her/Hers
Type: Birth	**Birth Date:** 07/12/1978	**Language:** English
Address: 111 Main Street Sunshine, WI 55552		
Phone: 111-234-5555	**Email:** momma@mail.com	
Name - Parent 2: Dad Aardvark	**Chosen Name:**	**Pronouns:**
Type: Alleged	**Birth Date:**	**Language:** English
Address: 111 Main Street Sunshine, WI 55552		
Phone: 111-234-5555	**Email:** Dadsemail@email.google	

Document any additional pertinent information about parents:

Siblings Information	⌃

School Information	⌄

Sibling Information expanded:

SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Administration

Active Referrals / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson   oldemail@wi.gov (200)000-0022.

Child/Youth Info   Documentation   Decision

Basic Information	∨
Placement History	∨
Medical & Mental Health Information	∨
Parent Information	∨
Siblings Information	∧

Name: John Aardvark   Chosen Name: Pronouns: He/Him/His   DOB: 05/01/2019   Age: 4   Gender: Male   Relationship: Biological - Paternal Half Sibling

Document any pertinent information for siblings:

School Information	∨

School Information expanded:

SYNC   Log Out

Home   Active Referrals   Current Placements   Search Referrals   Search Placements   Administration

Active Referrals / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact   Annie Anderson   oldemail@wi.gov **(200)000-0022.**

Child/Youth Info   Documentation   Decision

Basic Information   ∨

Placement History   ∨

Medical & Mental Health Information   ∨

Parent Information   ∨

Siblings Information   ∨

School Information   ∧

Current School: Madison Community Montessori School, 8406 Ellington Way - Middleton, WI 53562   **Current Grade:** 11th   **Start Date:** 01/22/2021

Child/Youth has an Individualized Education Plan: Yes

Current academic performance including grade level, special achievements, and current educational difficulty(s).

☐ **Document any before or after school daycare or extracurricular activities.**

☐ **Document any transportation needs or concerns.**

Active Referrals – Documentation

The Documentation section is the second section within the Active Referrals page for the selected child/youth's referral. This section displays all documents and images shared with SYNC as part of a referral. Documents and images are displayed in a table format with column names of Type, Document Date, Shared Date, and File Name. The File Name column displays links to the eWiSACWIS documents and images. Selecting the hyperlink for the row will launch the document/image.

Active Referrals – Decision

The final section within the Active Referrals page is the Decision section. This section is used to document the provider's decision on the referral. The provider may choose to accept, waitlist, or decline the referral that has been shared from eWiSACWIS. An optional narrative box to document any pertinent decision information will display. Clicking the Save button saves all changes made to the page. Attempting to navigate away from the page with unsaved changes will prompt the user with a message, "Do you want to save your changes?" There will be options for Yes or No.

This page can be accessed by clicking the name hyperlink from the Active Referrals page or the Search referrals page. This page can also be accessed by clicking the Decision hyperlink from any section of the Referral page.

When the decision is Accept, enter the potential admit date (the potential date that placement can begin) and select the appropriate program from the dropdown.

When the decision is to Waitlist the referral, enter the potential admit date. Use the optional narrative box to document any pertinent decision information.

When the decision is Decline, select the appropriate reason for declining. Enter the date the decision was made and use the optional narrative box to document any pertinent information.

Search Referrals Page

The Search Referrals page allows the user to use search criteria to search for and retrieve referrals that have been shared with and are visible for that facility. Click the Search button to initiate a search of the database based on the information entered in the search criteria. Selecting the Clear button will clear out all the search criteria fields. "Referring Agency' is the agency of the child welfare professional who is the primary contact for the referral. Initiating a search returns referrals that meet the search criteria and have been shared with the provider who initiated the search. If no results are returned, a message will display.

The name will appear as a hyperlink for referrals returned where the Referring County Decision is either Pending or Placed. The name will appear as static text and not a hyperlink for referrals returned where the 'Referring County Decision' is either 'Not Placed' or 'Withdrawn'. Clicking the name hyperlink opens the referral in edit mode when the Referring County Decision for the referral is 'Pending.' Clicking the name hyperlink opens the referral in view only mode when the Referring County Decision for the referral is 'Placed.'

This page is accessed by clicking the Search Referrals button on the menu at the top of the screen.

Search Placements

The Search Placements page allows the user to use search criteria to search for and retrieve active as well as historical child/youth placement records in SYNC. Selecting the Clear button will clear out all the search criteria fields. Selecting the Search button initiates a search of the database based on the information entered. This page can be accessed by clicking the Search Placements button on the menu.

Initiating a search returns records for children/youth who meet the search critieria and are currently placed with the provider as well as those who have been historically placed with the provider. Clicking the name hyperlink opens the child/youth's placement record page in edit mode when the corresponding placement in eWiSACWIS does not have a fully approved Placement Ending or has a fully approved placement ending for a reason other than 'Made in Error' and the placement ending approval date is less than 15 days from the system date. The placement record will open in view only mode when the corresponding placement in eWiSACWIS has a fully approved placement ending for a reason other than 'Made in Error' and the placement ending approval date is more than 15 days from the system date; or a more recent fully approved open placement with the same provider is found in eWiSACWIS.

Current Placements

The Current Placements page displays a table view of placements documented in eWiSACWIS that are either currently open with the provider or the placement with the provider ended less than 15 days ago. Edits can be made for current placements with the provider and placements with the provider that ended less than 15 days ago. Use the Search/Filter box to enter any part of the child/youth's name or ID to filter the results displayed on the page. Clicking the child/youth's name will launch the child/youth's placement record in edit mode.

Current Placements – Child/Youth Info

After clicking the child/youth's name, the placement record of that child/youth will display as long as the child/youth is currently placement with the provider or the child/youth's placement with the provider ended less than 15 days ago. The placement record has four sections: Child/Youth Info, Documentation, Case Notes, Appointments. Clicking each of the section names will take you to that section of the placement record. The Child/Youth Info section displays first. This section contains personal and demographic information about the child/youth, medical and mental health information, and school information. Certain parts of this section such as the AKA Names, can be edited by the user which then updates the child/youth's information in eWiSACWIS. Clicking the Save button saves all changes made to the page. Attempting to navigate away from the page with unsaved changes will prompt the user with a message, "Do you want to save your changes?" There will be options for Yes or No.

Basic Information expanded:

School Information expanded:

Current Placements – Documentation

The Documentation section is the second section of the child/youth's placement record. This section displays a table view of documents and images that have been uploaded in SYNC or shared from eWiSACWIS. Clicking on the document name will launch the document. Click Add New to upload a new document.

After clicking Add New the user will be brought to the Document/Image Select page to upload the document or image. The document/image date and type fields are required to be completed. The date entered **cannot** be a future date. Select the appropriate type from the dropdown. Click Choose File to locate the document or image. The file becomes a hyperlink to the document/image. There is an optional narrative text box for any comments. Select Save to save the uploaded document or image. Once it is saved successfully, the fields of the page become frozen and cannot be changed. The record is saved in SYNC and immediately becomes an imaging record accessible in eWiSACWIS.

Current Placements – Case Notes

The next section of the child/youth's placement record is Case Notes. This section displays the summary of case notes that have been documented for the child/youth by staff at the provider agency. The system pulls in all case notes for both the child/youth and provider that have been created for all the child/youth's placements with the provider across different cases and counties. The case notes for the open placement will always display. Case notes from closed placements will be displayed only if the closed placement is still within the timeframe in the retention policy (15 days).

The Case Notes section is presented in a table displaying the date/time, type, and youth care professional. Provider staff can create a new note by selecting the Add New button. Selecting the hyperlink for the case note row launches the Case Note page. If the case note has not been finalized, an edit hyperlink will display in an unlabeled column. Selecting the edit hyperlink will launch the Case Note page as an editable page. If the case not has been finalized, a view hyperlink will display in the unlabeled column. Selecting the view hyperlink will launch the Case Note page as disabled.

After selecting Add New, the Case Note page will launch. This page is used to create a new case note or review the detail of an existing case note. Enter the date and time of the note then select the type from the drop-down list. The date entered cannot be a future date. Use the narrative box to describe what took place.

Click Save to save the note. Checking the Finalize Note checkbox, then selecting Save will freeze the note and no further edits can be made. The note will automatically finalize if left unchecked past 30 days form the creation date of the note.

Current Placements − Appointments

The final section of the child/youth's placement record is Appointments. This section displays a summary of the child/youth's appointments during the placement period. The information is presented in a table format. The columns in the table are: Begin Date, Medical Provider Name, Provider Type, Type of Appointment, Health Concern and an unlabeled column with edit or view hyperlinks. The user can create a new appointment by selecting Add New.

Add New Appointment

After selecting Add New, the Appointments page will launch. Use this page to create a new appointment or review the detail on an existing appointment. Enter the date of the appointment. When a user starts entering a name in the Medical Provider/Clinic field, options will display if that provider has been previously entered into the system. If no provider is found, click Create to launch the Medical Provider Page and create a new medical provider record. After selecting/creating the appropriate medical provider, the Medical Provider/Clinic Type field will display. Use the drop down to select the appointment type. Enter the health concern in the required blue field. There are optional narrative text boxes to enter information about the procedure and diagnosis from the appointment. Select save after entering all required information.

SYNC

Log Out

Home   Current Placements   Search Placements

Current Placements | Placement Record | Appointment for Frank Aardvark (1125344)

Save   Close

Appointment/Hospitalization Begin Date:*   mm/dd/yyyy

Medical Provider/Clinic:*   Start typing name to search for Medical/Provider Clinic.
Create

Medical Provider/Clinic Type:*

Appointment Type:*

Health Concern:*

Procedure:

Diagnosis:

Home   Active Referrals   Current Placements   Search Referrals   Search Placements   Administration

Current Placements | Placement Record | Appointment for Frank Aardvark (1125344)

Save   Close

Appointment/Hospitalization Begin Date: *

mm/dd/yyyy 🗓

Medical Provider/Clinic: *

Dentist-American family dental(6719 W. Capital Drive)
Dentist-Angeladental(1730 S. 13th Street)
Dentist-Belgium family dental(dfd dfd)
Dentist-Bradley dental( )
Dentist-Bradley family dental(5600 west brown deer rd)
Dentist-Bradly family dental( )
Dentist-Bullard dentist( )
Dentist-CHW dental(9000 W. Wisco)
Dentist-Capital Family dental(8422 w. Capital)

Medical Provider/Clinic Type: *

Appointment Type: *

Health Concern: *

Procedure:

Diagnosis:

If the provider already exists in the system, an Open link will display. Click Open to view and/or the medical provider record.

Medical Provider Record

The Medical Provider/Clinic pop up page is used to record provider information. The Medical Provider Last Name or Clinic Name and Medical Provider/Clinic Type are all required fields. The remaining fields are all optional but should be completed if the user has the information. Select Save to save the information. Select close to close the page.

Adding Users into SYNC

The SYNC Administrator will have access to the Administration tab at the top of the screen. On this page, the name, email, SYNC status and the user's role will display for each user within the agency that has access to SYNC. The SYNC Administrator's information will automatically display and will show that they are "Active". This happens through the licensing specialist assigned to the provider agency.

To add a user to SYNC, each user will need to create a MyWisconsin ID account. After the MyWisconsin ID account is created, the SYNC Administrator will click Add to enter each user. Enter the name and email address of the user and select the role. Click Save. If the user has successfully set up their MyWisconsin ID account, their status will say "Active". If a user is not "Active", the status will say "Pending Activate". You may inactivate a SYNC User while the status is listed as "Pending Activate."

Click delete to remove an active user from SYNC. A user should be deleted if they are no longer employed by the provider agency and/or if they no longer require access to SYNC.

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View of table with multiple users:

Home   Active Referrals   Current Placements   Search Referrals   Search Placements   **Administration**

Log Out

Add   Save

SYNC Status: Active   Administrator
Email:*

Brettfavre@nfl.com

Last Name:*

Brett

First Name:*

Favre

☑ **Direct Care Professional** ⓘ   ☑ **Referral/Intake Coordinator** ⓘ   ☑ **Admin/Financial Manager** ⓘ

SYNC Status: Active   Administrator
Email:*

joshhader@protonmail.com

Last Name:*

Brett

First Name:*

Favre

☑ **Direct Care Professional** ⓘ   ☑ **Referral/Intake Coordinator** ⓘ   ☑ **Admin/Financial Manager** ⓘ

SYNC Status: Active   Administrator
Email:*

richard.ratkey@wi.gov

Last Name:*

Kurt

First Name:*

Warner

☑ **Direct Care Professional** ⓘ   ☑ **Referral/Intake Coordinator** ⓘ   ☑ **Admin/Financial Manager** ⓘ

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Hover over each role to view its permissions.

SYNC

Log Out

Home   Active Referrals   Current Placements   Search Referrals   Search Placements   Administration

Add   Save

Admin/Financial Manager

SYNC Status: Active

Email:*

Brettfavre@nfl.com

Last Name:*

Brett

First Nar

Favre

This role can search and view
summaries of all referrals and
placements, but cannot view, edit or
respond to a detailed referral record.
This role can also view the detailed
placement records of a child/youth,
either current or historical, but cannot
edit placement records. Lastly, this role
can view but not edit the administration
page, allowing them to see the privileges
of other SYNC users.

☑ Direct Care Professional ⓘ   ☑ Referral/Intake Coordinator ⓘ   ☑ Admi

SYNC Status: Active

Email:*

joshhader@protonmail.com

Last Name:*

Brett

First Nar

Favre

☑ Direct Care Professional ⓘ   ☑ Referral/Intake Coordinator ⓘ   ☑ Admin/Financial Manager ⓘ

SYNC Status: Active

Administrator

Email:*

richard.ratkey@wi.gov

Last Name:*

Kurt

First Name:*

Warner

☑ Direct Care Professional ⓘ   ☑ Referral/Intake Coordinator ⓘ   ☑ Admin/Financial Manager ⓘ